



Teleperformance

Transforming Passion into Excellence

PRESS RELEASE

Teleperformance Wins Frost & Sullivan Company of the Year Award in Colombia

Research Firm Cites Scale, Solutions, People, Analytics and Security as Key Differentiators



PARIS, DECEMBER 4, 2017 – Teleperformance, the worldwide leader in omnichannel customer experience management, today announced it received the prestigious Frost & Sullivan Contact Center Outsourcing Company of the Year Award for its operations in Colombia. The company now employs more than 15,000 people in Colombia and is well-poised for additional growth. Frost & Sullivan cited “outstanding 25% year-over-year revenue growth in 2016, more than 20% above the market’s average.” Teleperformance’s use of global best practices, advanced analytics from the Teleperformance Customer Experience (CX) Lab and leading edge security processes were also mentioned as relevant award factors.

“Teleperformance plays a strategic role as a consultative partner for its clients. The company not only provides customer-facing services such as customer care, sales, tech support, and collections, but it also provides some back-office services. These include fraud prevention, case management, and order management. As a result, Teleperformance offers its clients a one-stop-shop that addresses all their customer service-related issues,” said **Sebastián Menutti, Senior Industry Analyst-Latin America, Frost & Sullivan.**

Juan Carlos Hincapie, CEO, Teleperformance Colombia, said: *“We are honored to be recognized as the market leader for the excellent customer service experience and digital transformation services we provide for our diverse client base. Teleperformance operations in Colombia follow strict global standards and processes to ensure we consistently provide great, safe and innovative services our clients both expect and deserve to support their brands and customers.”*

“We are all extremely proud of the strong growth and operational excellence that Teleperformance in Colombia has delivered and continues to deliver,” added **Agustin Grisanti, President, Teleperformance Ibero-LATAM.** *“Our management team and all of our people have worked with great care, creativity and passion to become the industry leader and best practices benchmark in Colombia. I congratulate Juan Carlos and his entire team on this independent award from Frost & Sullivan.”*

Daniel Julien, Chairman and Global CEO, Teleperformance Group, said: *“Teleperformance is the clear global industry leader because we have an unmatched depth of tools, resources and expertise to achieve worldwide consistency and uniquely serve as the personal link between companies and consumers everywhere; on every single interaction. On behalf of our entire global family, I thank and congratulate all of our great people in Colombia for their superb performance and wonderful example of sustained excellence - you can and do make a difference.”*

ABOUT TELEPERFORMANCE

Teleperformance (RCF – ISIN: FR0000051807 – Reuters: ROCH.PA – Bloomberg: RCF FP), the worldwide leader in outsourced omnichannel customer experience management, serves companies and administrations around the world, with customer care, technical support, customer acquisition (Core Services), as well as with online interpreting solutions, visa application management services, data analysis and debt collection programs (Specialized Services). In 2016, Teleperformance reported consolidated revenue of €3,649 million (US\$4,050 million, based on €1 = \$1.11).

The Group operates 163,000 computerized workstations, with 217,000 employees across 340 contact centers in 74 countries and serving 160 markets. It manages programs in 265 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. They are included in the following indices: CAC Large 60, CAC Next 20, CAC Support Services, STOXX 600, SBF 120, and MSCI Global Standard. They also have been included in the Euronext Vigeo Eurozone 120 index since December 2015, with regard to the Group's performance in corporate responsibility.

For more information: www.teleperformance.com

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